COMPLIANCE ALERT

TO: Departmental Compliance Leaders, UFJHI Ambulatory Care Administrators, UFJPI Business Group Managers, and UFJPI Education Department

FROM: Maryann C. Palmeter, CPC, CCP
Physician Billing Compliance Manager

SUBJ: Services Planned vs. Performed

DATE: May 7, 2004

It has come to the attention of the Office of Compliance that in some cases services are being submitted for billing without sufficient documentation to support the actual performance of the service. This problem is not isolated to a single department. Although the documentation may sufficiently support that a particular service or procedure was ordered or planned, the documentation must also support that the service or procedure was actually performed in order to support billing for the service. Certainly the extent of the documentation would vary based on the complexity of the service or procedure being performed. It cannot be assumed that a service or procedure was performed simply because it was ordered or planned.

Please share this information with your colleagues, house staff, physician extenders, and billing staff.

If you have any questions specific to this compliance alert, please do not hesitate to contact me via phone at (904) 244-2158 or via email at maryann.palmeter@jax.ufl.edu.

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